

2019/20 Economic Growth & Development Services Performance Indicators

Economic Growth & Development Services - Service Plan 2019-21 Outcome Measures

Cat	Suggested change	Code & Name	Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
Local	New	Action 4(a) Pursue the Cultural Quarter project and other Moray Growth Deal projects led by the council Outcome – Increase the level of 16-29 year olds living and working in Moray. Population stats show an improvement.	Increase									Not measured for Quarters	
Local	New	Action 4(b) Progress Moray Skills Investment Plan resulting in better employment, skills and earnings. Outcome – Reduction in the number of people earning less than the living wage.	Decrease									Not measured for Quarters	
Local	New	Action 5(c) Progress the 2020 Local Development Plan to ensure Economic Growth that encourages biodiversity Outcome – Number of planning approvals compliant with policies relating to quality, biodiversity and open space	Increase									Not measured for Quarters	
Local	New	Action 5(d) Review the way we engage with our customers to ensure the service is more effective and drive service improvement. Outcome – Increase customer satisfaction rates.	Increase									Not measured for Quarters	


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				Value	Value	Value	Value	Value	Value	Value	Value		
Local	New	Action 5(g) Complete and adopt the Food Growing Strategy and improve participation in local food growth. Outcome – Increase number of food growing areas.	Increase				Not measured for Quarters						
Local	New	Action 5(h) New Private Water Supply Team with dedicated areas to increase sampling and meet legislative targets. Outcome - % meeting programmed work.	Increase				Not measured for Quarters						
Local	New	Action 5(k) Progress the delivery of the Elgin Town Centre masterplan to ensure a vibrant sustainable Town Centre. Outcome – Increase pedestrian footfall in the town centre.	Increase				Not measured for Quarters						
Local	New	Action 5(l) Support Town Centre activities through the delivery of the Town Centre Capital Fund to improve town centre investment. Outcome –% of fund successfully invested.	Increase									Baseline figures to be confirmed.	
Local	New	Action 5(m) Review the cap on developer obligations. Outcome – Greater proportion of Developer Obligations are secured.	Increase										

Strategy Building Standards
Managed By Clark, Willie




Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	ENV DV-BS-KPO1(A)	Average time per Building Warrant (Working Days)		86	68		74	63	67	70	77		
Nat(b)	ENV DV-BS-KPO1(B)	Percentage of Building Warrant and amendment first reports (including Building Warrant or amendment issued without a first report) issued within 20 working days	95%	87%	98.5%		98.5%	98.7%	99.5%	98%	98.68%		
Nat(b)	ENV DV-BS-KPO1(C)	BS - Percentage of Building Warrants and amendments issued within 10 days of receipt of satisfactory information	90%		93.4%		97.4%	100%	99.1%	95%	97%		
Nat(b)	ENV DV-BS-KPO2	BS - % of CCNPs (Construction Compliance and Notification plans) fully achieved for "accepted" (by relevant person and verifier) completion certificates			27%		29.5%	31.4%	28.5%	29%	53%		
Local	ENV DV046a	BS - Number of amended plans responded to		1,414	1,284	600	322	292	302	290	310		
Local(b)	ENV DV046b	BS - Average number of days taken to respond to amended plans	15	7.5	5.5		6.9	4.6	3.8	5	4		




Strategy Development Management
Managed By Smith, Beverly

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	ENVDV252	Enforcement Activity. Number of cases taken up		294	282		73	57	68	65		Reported 1 quarter behind in line with Scottish Government reporting.	
Nat(b)	ENVDV262	Number of Local Planning Application determined in less than 2 months		650	524		133	128	111	155		As above.	
Nat(b)	ENVDV263	Number of Local Planning Application determined in more than 2 months		56	70		9	30	26	27		As above.	
Nat(b)	SDS2ai	Number of Major Planning applications determined		9	8		2	3	3	4		As above.	
Nat(b)	SDS2aii	Average time (weeks) taken to determine Major Planning Applications (with processing agreements)		12.2			N/A	17	N/A	N/A		As above.	
Nat(b)	SDS2aiii	Average time (weeks) taken to determine Major Planning Applications (without processing agreements)		18.6			8	13.5	12.7	23.8		As above.	
Nat(b)	SDS2b	Average time (weeks) to deal with local planning applications	10.4	6.1			6.1	7.1	8	7.4		As above.	
Nat(b)	SECON02	Cost of Planning & Building Standards per Planning Application	£4439	£3584	£4627		Not measured for Quarters					Provisional LGBF Data 2018/19 Moray - Cost (£) of Planning & Building Standards per Planning Application – £4,627 (Rank 18th) Comparator Benchmarking: E. Ayrshire – £6,786 East Lothian – £2,988 Fife – £3,613 N. Ayrshire – £3,480 Perth & Kinross – £3,814 S. Ayrshire – £7,615 Stirling – £4,867 Scotland – £4,439	

Nat(b)	SECON03	Average Time Per Commercial Planning Application	9.09	6.52	6.68								Provisional LGBF Data 2018/19 Moray - Average time per business and industry planning application (weeks) (2018/19) = 6.68 (Rank 2) Comparator Benchmarking: E. Ayrshire – 9.24 East Lothian – 10.85 Fife – 9.62 N. Ayrshire – 6.7 Perth & Kinross – 7.68 S. Ayrshire – 6.49 Stirling – 11.23 Scotland – 9.09	
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Strategy Economic Development
Managed By Millburn, Reni






Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENV266	Number of new Business start-ups through the Business Gateway		128	132		34	26	36	41	57		
Local	ENV267	Business Gateway 3 year survival rate (based on 100% sampling)		86%	87%		Not measured for Quarters						
Local	ENV268	External funding leverage (against every £ from Council)		£2.66	£2.29		Not measured for Quarters						

Nat (b)	CLS03	Cost per museum visit		£2.30	£2.46		Not measured for Quarters	<p>Provisional LGBF Data 2018/19 Moray - Cost per museum visit (2018/19) = £2.46 (Rank 9th) (Net expenditure - museums & galleries £109,000 / 44,337 no. of museum visits = £2.46 per visit)</p> <p>Comparator Benchmarking: East Ayrshire - £1.71 East Lothian - £1.73 Fife - £1.92 North Ayrshire - £0.39 Perth & Kinross - £4.16 South Ayrshire - £6.14 Stirling - £3.42 Scotland - £3.48</p>	
Nat (b)	CLS05c	Percentage of adults satisfied with museum and galleries		49.67%	58.1%		Not measured for Quarters	<p>Provisional LGBF Data 2018/19 Moray - % adults satisfied with museums and galleries (2018/19) = 58.1% (Rank 23rd)</p> <p>Comparator Benchmarking: East Ayrshire - 75.8% East Lothian - 61.0% Fife - 63.6% North Ayrshire - 65.7% Perth & Kinross - 76.6% South Ayrshire - 78.1% Stirling - 66.8% Scotland - 69.3%</p>	
Nat (b)	SECON05	No of business gateway start-ups per 10,000 population	16.7	13.36	12.56		Not measured for Quarters	<p>Provisional LGBF Data 2018/19 Moray - No. of business gateway start-ups per 10,000 population (2018/19) = 12.56 (Rank 30)</p> <p>Comparator Benchmarking: E. Ayrshire - 19.29 East Lothian - 18.53 Fife - 14.84 N. Ayrshire - 21.66 Perth & Kinross - 16.72 S. Ayrshire - 20.97 Stirling - 22.79 Scotland - 16.7</p>	







Strategy Environmental Health
Managed By Sievewright, Karen

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	ENVDV215b	Cost of Environmental Health Services per 1,000 population.		£14,732	£14,489		Not measured for Quarters					Provisional LGBF Data 2018/19 Moray - Cost of Environmental Health Services per 1,000 population (2018/19) = £14,489 (Rank 20) (Gross Cost Environmental Health £1,411,000 / Mid Year population estimate 95,520 = £14,489) Comparator Benchmarking: East Ayrshire - £10,366 (Rank 7) East Lothian - £10,946 (Rank 9) Fife - £13,536 (Rank 16) N. Ayrshire - £9,676 (Rank 5) Perth & Kinross - £14,052 (Rank 19) S. Ayrshire - £13,603 (Rank 17) Stirling - £12,700 (Rank 15) Scotland - £14,994	
Local	ENVDV078a	EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	N/A	N/A		N/A	N/A	N/A	N/A	N/A	Data not available at this time. A new code of practice is now in place and work is ongoing in relation to amending the current risk assessment and monitoring reports process.	
Local(b)	ENVDV086	EH - Percentage of responses for high-priority pest control services which met the national target	95%	N/A	N/A		N/A	N/A	N/A	N/A	N/A	No high priority pest jobs	
Local(b)	ENVDV087	EH - Percentage of responses for low-priority pest control services which met the national target	90%	86.4%	88%		88%	87.5%	98%	96%	97%		







Strategy Environmental Health (Food Safety)
Managed By Sievewright, Karen

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENV DV069a	EH - Food Safety - percentage of category A (6 month) premises inspected within time during quarter	100%	91.7%			100%	100%	50%	50%	N/A	Data not available at this time. A new code of practice is now in place and work is ongoing in relation to amending the current risk assessment and monitoring reports process.	
Local	ENV DV070a	EH - Food Safety - percentage of category B (12 months) premises inspected within time during quarter	100%	87.1%			100%	100%	94%	65%	N/A	As above.	
Local	ENV DV259a	EH - Food Safety - percentage of category C (18 months) premises inspected within time during quarter		82.5%			95.7%	95%	69%	44%	N/A	As above.	
Local(b)	ENV DV410a	EH - Food Safety - percentage of category D (24 months) premises inspected within time during quarter		87.5%			66.67%	31.3%	54%	87%	N/A	As above.	
Local	ENV DV070c	EH - Food Safety - percentage of registered food premises which are broadly compliant with food law (of all rated premises)	80%	88.8%	92%	92%	88.3%	89.4%	92%	92%	N/A	As above.	

Strategy Planning and Development
Managed By Templeton, Gary

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value			
Local	ENVDV247	P&D - Age of Local Development plan (requirement less than 5 years)	Yes	Yes	Yes		Not measured for Quarters					LDP2015 was adopted 31st July 2015, so target replacement date is 30th July 2020. Currently on target to achieve this.	
Local	ENVDV248	P&D - The effective Housing Land Provision is greater than a 5 year supply	Yes	Yes	Yes		Not measured for Quarters					2019 Housing Land Audit (draft) indicates that there is a 7.8 year effective land supply.	
Local	ENVDV250	P&D - Vacancy rate of retail floor space	10%	N/A	10.85%	N/A	Not measured for Quarters					Town Centre Health Checks are carried out every 2 years- Last carried out in Summer of 2018 and will be updated in the summer of 2020.	
Local	ENVDV264	Annual monitoring statement of the Local Development Plan is published	Yes	Yes	No		Not measured for Quarters					No monitoring statement prepared during Plan "preparation" year. 2019 Statement will be reported to P&R Committee in Q4 2019.	
Local	ENVDV265	Area of Employment (Marketable/Effective) Land available (hectares)		80.27 ha	79.84 ha		Not measured for Quarters						
Local	ENVDV265a	Area of Immediately Available/ Serviced Employment Land (hectares)		17.95 ha	39.15 ha		Not measured for Quarters						

Strategy Trading Standards
Managed By Allan, Muriel

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2	Q3	Q4	Q1	Q2	Latest Note	Traffic Light Icon
				Value	Value	Value	2018/19	2018/19	2018/19	2019/20	2019/20		
Local	ENVDV201	Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service.	95%	95%	93%		Not measured for Quarters						
Nat(b)	ENVDV215a	Cost of Trading Standards, Money Advice and Citizen Advice per 1,000 population.		£5,220	£4,837		Not measured for Quarters					Provisional LGBF Data 2018/19 Moray - Cost of Trading Standards, Money Advice and Citizen Advice per 1,000 population = £4,837 (Rank 15th) (Gross Cost Trading Standards £462,000 / Mid Year Population estimate 95,520 = £4,837) Comparator Benchmarking: E. Ayrshire – £4,604 (Rank 11) East Lothian – £1,304 (Rank 1) Fife – £7,494 (Rank 21) N. Ayrshire – £2,595 (Rank 3) Perth & Kinross – £3,444 (Rank 7) S. Ayrshire – £6,939 (Rank 20) Stirling – £10,463 (Rank 28) Scotland - £5,890	
Local	ENVDV216	Percentage of Welfare Benefits clients who were 'very satisfied' or 'fairly satisfied' with service received		97%	100%		Not measured for Quarters						
Local	ENVDV217	Welfare Benefits clients – estimated benefit gain (£000s)		£1,049	£931		£168	£170	£254	N/A	N/A	As of 01 April 2019, this service has moved to revenues and is no longer reported.	
Local	ENVDV218b	Welfare Benefit clients – percentage of clients with successful appeals	75%	80%	85%		91%	100%	76%	N/A	N/A	As above.	
Local	ENVDV253	Number of Reports to the Procurator Fiscal		6	9		4	3	1	4	1		

Local	ENVDV254	Estimated increase in the Council's collection of Rent and Council Tax money from Money Advice Clients		£72,642	£76,787		Not measured for Quarters		
Local	ENVDV255	Percentage of Money Advice clients who agreed that 'The service helped to sort out their debt problem'.		98%	100%		Not measured for Quarters		
Local	ENVDV300	Percentage of Money Advice clients who were 'very satisfied' or 'fairly satisfied' with service received.	95%	100%	100%		Not measured for Quarters		

Strategy Transportation Planning
Managed By Moss, Nicola

Code	PI Code	Short Name	Current Target	2017/18	2018/19	2019/20	Q2	Q3	Q4	Q1	Q2	Latest Note	Traffic Light Icon
				Value	Value	Value	2018/19	2018/19	2018/19	2019/20	2019/20		
Local	Envdr252	Percentage of Planning Applications returned to the Planning Department within target time	80%	86.3%	91.8%		92.4%	90.8%	92.8%	89.6%	86.7%	150/173 reduction in performance due to vacant post during September	